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a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

a list of task indications coupled to said window, each task having an associated task indication;

a graphical overlay coupled to said window, wherein said overlay is positioned on top of said window;

for each task indication, a sequence of instructions is displayed in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and

a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to select selectable graphical areas in response to the sequence of instructions, wherein the end user learns a sequence associated with a task through actively interfacing with said window.

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*Sub B* 12 (Amended) In a computer, a method for providing software technical support and training to an end user, the apparatus comprising:

providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

displaying a list of task indications coupled to the window, each task having an associated task indication;

forming a graphical overlay coupled to said window, wherein said overlay is positioned on top of said window;

for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and

providing a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to select selectable graphical areas in response to the sequence of instructions, wherein the end user learns a sequence associated with a task through actively interfacing with said window.

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